CALIFORNIA CONSERVATION CORPS
POSITION DUTY STATEMENT

WORKING TITLE OF POSITION: Associate Information Systems Analyst – Help Desk	REPORTING UNIT NUMBER: 2240	
DIVISION/BRANCH OR CENTER: Information Systems Branch	LOCATION: Sacramento - HQ - Information Systems Branch (ISB)	
CLASS TITLE: Associate Information Systems Analyst (AISA)	POSITION NUMBER: 533-240-1470-005 002	EFFECTIVE DATE: 1/1/2007

Supervision Exercised

Number	Direct Supervision Classification	Number	Indirect Supervisor Classification

Effective on the date indicated, the employee performs the following duties and responsibilities assigned to the position above.

Under general supervision of the Data Processing Manager II, the AISA independently performs a variety of complex technical duties to efficiently support the staff and information technology systems of the California Conservation Corps. Duties include:

40%	Responsible for identifying and resolving complex computer and IT hardware and software related problems. Effectively gather and analyze technical information and pose questions to diagnose technical problems received from CCC staff statewide. Plan, coordinate, and advise on resolving operational problems. Provide technical support and resolution for PC desktop, printing, and network connectivity problems. Log, track, document, and close all technical support issues in Track-It software. Communicate effectively, both in writing and verbally, describing technical issues and resolutions. Provide professional and courteous customer service and technical responses. Follow up with staff to ensure problem resolution to customer satisfaction. Advise and make recommendations to customers on how to eliminate technical support calls in the future. Share the lead role over the CCC help desk environment.
20%	Install software on PCs and laptops. Create "ghost" images for CCC PCs and laptops. Re-ghost users PCs and resolve complex technical issues. Provide repair service and diagnosis for both PC hardware and software issues, password issues, and connectivity issues. Set up technical equipment for trainings, meetings and other functions. Provide technical support for the CCC database applications. Assist network staff in supporting the California Conservation Corps wide area network. Provide technical support and assistance to the corpsmember learning labs statewide.
20%	Initiate and complete a variety of technical writing assignments including procedure writing; writing set up instructions; help desk ticket documentation, feasibility reports, and other writing projects to support the CCC Information Services Branch. Develop and conduct training for system users. Produce and provide help desk trend reports to IT Manager and recommend changes to reduce number of help desk calls. Develop and run basic help desk reports for management review. Develop and run simple database reports for end users. Develop and populate small databases using MS Access and Excel. Assist other systems analysts, programmers, and end users in testing new software and hardware solutions.
15%	Responsible for maintaining CCC statewide information systems hardware and software inventories (PCs, printers, routers, switches, servers, etc.). Conduct onsite PC maintenance and IT inventories at remote locations. Document all equipment transfers and keep inventory database current. Disconnect, move and reconnect PCs and IT equipment. Ship and receive IT equipment. Develop and maintain inventory reports.
5%	Work with IT manager to develop and maintain PC logistics plan for deployment of hardware and software. Provide onsite maintenance at CCC locations statewide. Assist with implementing patches and hardware / software upgrades statewide.